



September 2, 2016
Announcement 1220

Attention Provider Types 30 and 83:

New Form for Requesting Transfer to New Personal Care Services (PCS) Agency

Effective immediately, all requests for a recipient to transfer to a new Personal Care Services (PCS) provider must be completed on the new FA-24T form, "Personal Care Services Recipient Request for Provider Transfer." The FA-24T is posted on the [Providers Forms](#) webpage. Providers will submit the FA-24T via fax and are advised that it may take up to 30 days to process the request for provider transfer. Please do not re-fax the FA-24T unless you are specifically asked to do so.

The recipient is required to complete and sign Section I of the FA-24T, Recipient Information. The new provider is required to complete and sign Section II, New Provider Information. All fields must be complete, including requested information, initials and signatures.

Beginning October 1, 2016, the FA-24, with the "Transfer Provider Services" box checked, will no longer be accepted as a request for transfer; a request for transfer must be submitted on the new FA-24T. Due to this change, the FA-24 has also been updated. All PCS providers are required to use the most recent version of the FA-24 for PCS authorization requests. The most recent version can be found on the [Providers Forms](#) webpage.